

Coliban Water Customer Advisory Groups

What are Customer Advisory Groups?

The groups are made up of a diverse group of customers who will provide feedback on behalf of other customers and community members for consideration in decision making processes. We want the groups to be able to influence the planning and delivery of current and new initiatives.

Two Customer Advisory Groups have been formed for the Southern and Northern parts of the region, with each group made up of approx. 20 customer and community representatives

What is my role as an advisory group member?

As an advisory group member you will be required to read and discuss different information, scenarios or issues and give us your honest feedback about them from a customer and community perspective. You will also be the voice of your town and bring any issues or topics to the group that are raised by customers or community members from your area.

What level of influence will the groups have?

The groups will have the ability to make recommendations to the business, but there is no guarantee that they will all be implemented. All recommendations, ideas and feedback will be given serious consideration and we will always respond to clarify our position.

How often are meetings held?

The groups will meet a minimum of quarterly in March, June, September and December each year. There may be additional meetings scheduled from time to time, but these will be discussed as required. We anticipate that the meetings in June each year will be a combined meeting of the groups and will focus on our annual performance against our five customer promises.

Where and when will meetings be held?

We anticipate that there will be a mixture of face to face and online meetings held throughout the year, bearing in mind the combined June meeting is likely to be held in Bendigo. Other meetings will be held on a weeknight or a weekend and we are open to suggestions from each group about their preferences around meeting locations and times.

Do I have to attend all of the meetings?

The Terms of Reference (TOR) indicates that it is requirement for members to attend at least 75% of meetings. This means you could miss one meeting out of four per year. Sitting fees are \$160 per meeting and are only payable for meetings that you attend.



How long will the meetings run for?

We expect that ordinary quarterly meetings will run for approx. 2 - 3 hours. If meetings are likely to run longer we will let people know in advance.

For face to face meetings you would need to factor in travel time as well.

What resources are available?

The advisory groups have a designated Coliban Water staff member to support them. Members also have exclusive access to an online resource hub that provides a wide variety of information relevant to discussions.

We can also support you to attend online meetings and can provide any additional information that you need. If you need we can also provide hardcopies of documents on request.